

EXHIBIT 9

Request number: 1-9682061

Safety related: null

Owner: [Privacy]

Address: [Privacy]

Owner phone: null

Vin: [Privacy]

Make: Saturn - GM

Model: ION 3

Year :2003

Mod_time :2004-01-08 12:29:04.0

Open date : 2003-12-12

Odometer : 3200

Closed date : 2004-01-08

Complaint number :1

Complaint code 0 Z23

Complaint text 0 Saturn Engine Stalling

Component code 0

Agent notes : 0 No Symptom Indicated

Repair attempts 0 0

Description:

Work history number: 27

1-803O-134798|EVENT|null|null|2003-12-26|00:00:00|FULFILLED:UNABLE TO CONTACT - GENERAL.

SR#1-5RIQ5|2003-12-26

1-803O-165697|EVENT|null|null|2003-12-15|00:00:00||2003-12-15

1-803X-101429|EVENT|null|null|2003-12-22|00:00:00|*****SUPERVISOR REQUESTED***** THE OWNER STATED SHE STILL HAS THE RENTAL CAR. THE OWNER STATED SHE DOES NOT FEEL SAFE IN THE VEHICLE. I ADVISED HER OF THE 24 HOUR CALL BACK. THE OWNER STATED PLEASE CALL HER BACK AT HOME [Privacy] OR ON HER CELL [Privacy].|2003-12-22

1-803X-162331|EVENT|null|null|2004-01-08|00:00:00|NEED TO REVIEW CLOSED, DISSATISFIED SERVICE REQUEST|2004-01-08

1-804C-23626|EVENT|null|null|2003-12-12|00:00:00|*****RESEARCH*****PLEASE CALL THE OWNER ON HER CELL [Privacy] THE OWNER STATED: -HER NEW CAR STALLS WHEN SHE IS DRIVING THE CAR. -THIS HAS HAPPENED TWICE SINCE SHE HAS HAD THE CAR. -SHE IS SCARED TO DRIVE THE CAR. -[Privacy] [Privacy] SERVICE ADVISOR AT SATURN OF THOUSAND OAKS, HAS ADVISED THE OWNER HE KNOWS HOW TO REPAIR THE CAR, BUT IF THEY CANNOT DUPLICATE THE CONCERN THEN TECHNICAL SUPPORT WILL NOT REIMBURSE THE REPAIR. -SHE IS TOO SCARED TO DRIVE THE CAR UNTIL THE REPAIR IS DONE. THE OWNER IS SEEKING THE REPAIR TO BE COVERED UNDER WARRANTY. I ADVISED THE OWNER AN AREA MANAGER WOULD REVIEW THE CASE AND CALL HER BACK ON MONDAY. SHE THANKED ME FOR MY TIME AND INFORMATION. I SPOKE WITH MIKE GARRET AND HE ADVISED ME TO CAM THE CASE.|2003-12-12

1-804E-140611|EVENT|null|null|2004-01-02|00:00:00|CALLBACK NUMBER: [Privacy] (W) OWNER STATED SHE WOULD LIKE TO SPEAK WITH CAM CHANDRA PERALTA AND SHE WOULD ANTICIPATE A CALL BACK MONDAY.|2004-01-02

1-804F-62133|EVENT|null|null|2003-12-26|00:00:00|NEED TO REVIEW CLOSED, DISSATISFIED SERVICE REQUEST|2003-12-26

1-804G-137484|EVENT|null|null|2003-12-19|00:00:00||2003-12-19

1-804G-169700|EVENT|null|null|2003-12-22|00:00:00|OWNER WANTED TO KNOW IF SATURN WOULD PAY FOR HER RENTAL CAR NOW, BECAUSE S/THOUSAND OAKS LEFT HER A MESSAGE THAT THEY WILL NO LONGER PAY FOR HER RENTAL. SHE DOES NOT FEEL SAFE PICKING UP THE VEHICLE. I ADVISED HER I COULD NOT SAY IF SATURN WOULD PAY FOR HER RENTAL CAR. I ADVISED HER I DO SHOW A REQUEST FOR A SUPERVISOR TO CALL HER AND SHE SHOULD DISCUSS IT WITH THE SUPERVISOR.|2003-12-22

1-804H-121592|EVENT|null|null|2004-01-08|00:00:00||2004-01-08

1-804I-165825|EVENT|null|null|2004-01-07|00:00:00|NEED TO REVIEW CLOSED, DISSATISFIED

SERVICE REQUEST|2004-01-07

1-804K-191650|EVENT|null|null|2003-12-22|00:00:00||2003-12-22

1-804R-72790|EVENT|null|null|2003-12-12|00:00:00||2003-12-12

1-804R-72791|EVENT|null|null|2003-12-23|00:00:00||2003-12-23

1-804R-72792|EVENT|null|null|2003-12-15|00:00:00|OWNER STATED: *THE FACILITY STILL HAD THE VEHICLE. *THE VEHICLE HAD STALLED TWICE ON THE FREEWAY, PUTTING HER IN DANGEROUS SITUATIONS. *S/THOUSAND OAKS ASKED IF SHE HAD A LOT OF KEYS ON THE KEY RING. *SHE STATED SHE DOES NOT. ***Privacy**, A SERVICE CONSULTANT AT S/THOUSAND OAKS, STATED, BECAUSE THEY COULD NOT DUPLICATE THE CONCERN, THEY COULD NOT REPLACE THE IGNITION CYLINDER, WHICH HE FELT WAS AT THE CORE OF THE ISSUE. *SHE DID NOT FEEL SAFE PICKING UP THE VEHICLE IF THEY HAD NOT RESOLVED THE CONCERN. I STATED: *I WOULD CONTACT **Privacy**, THE SERVICE MANAGER AT THE FACILITY. *AS SOON AS I HAD SPOKEN WITH HIM, I WOULD CONTACT HER.|2003-12-15

1-804R-72796|EVENT|null|null|2003-12-23|00:00:00|**Privacy** I LEFT A MESSAGE FOR THE OWNER TO CALL ME.|2003-12-23

1-804R-72797|EVENT|null|null|2003-12-12|00:00:00|I ADVISED MIKE OF THE OWNER'S AND THE SERVICE CONSULTANT'S CONCERNS AND HE ADVISED ME TO CAM THE CASE.|2003-12-12

1-804R-72798|EVENT|null|null|2003-12-23|00:00:00||2003-12-23

1-804R-72800|EVENT|null|null|2004-01-07|00:00:00|**Privacy** (W) I LEFT A MESSAGE FOR THE OWNER TO CALL ME. THIS CASE WILL BE CLOSED PENDING FURTHER CONTACT FROM THE OWNER.|2004-01-07

1-804R-72801|EVENT|null|null|2004-01-05|00:00:00|**Privacy** (W) I LEFT A MESSAGE FOR THE OWNER TO CALL ME.|2004-01-05

1-804R-72804|EVENT|null|null|2004-01-05|00:00:00||2004-01-05

1-804R-72806|EVENT|null|null|2003-12-22|00:00:00|I STATED: *THE FACILITY HAD NOT BEEN ABLE TO DUPLICATE THE CONCERN. *THEY HAD TAKEN ALL THE RECOMMENDATIONS OF THEIR TECHNICAL ASSISTANCE PERSONNEL. *I HAD BEEN INVOLVED IN ASKING THEM TO CHECK CERTAIN CONNECTIONS TO BE SURE EVERYTHING THAT WAS SUPPOSED TO BE SNUG AND TIGHT WAS SNUG AND TIGHT. *THE FACILITY WAS NOW ASKING HER TO PICK UP HER VEHICLE. OWNER STATED: *SHE DID NOT FEEL SAFE. *SHE WAS NOT GOING TO GET BACK INTO THE VEHICLE. *SHE WAS GOING TO USE SALES MANAGER **Privacy** FOR HER LIAISON, SO WOULD NO LONGER NEED SCAC ASSISTANCE. *SHE WAS APPRECIATIVE OF MY EFFORTS ON HER BEHALF, BUT WANTED OUT OF THE VEHICLE. *SHE THOUGHT **Privacy** COULD DO THIS FOR HER. *SHE WOULD HAVE **Privacy** CALL ME IF HE NEEDED MY ASSISTANCE. I STATED: *WITHOUT DUPLICATION, THE FACILITY WAS UNABLE TO MAKE A REPAIR. *THE FACILITY WAS GOING TO WANT HER TO RETURN THE RENTAL. OWNER STATED: *SHE WOULD NOT PUT HER FAMILY IN THE VEHICLE. *SHE WOULD GET AN ATTORNEY IF SHE HAD TO. *SHE WOULD PUT HER TRUST IN **Privacy** TO GET HER OUT OF THE VEHICLE. I STATED: *I WOULD BE HAPPY TO TALK TO **Privacy**. *REGARDLESS, THE FACILITY NEEDED HER TO PICK UP THE VEHICLE. OWNER STATED: *SHE WAS DONE SPEAKING TO ME ABOUT THIS. *SHE WOULD SPEAK TO **Privacy**.|2003-12-22

1-804R-72811|EVENT|null|null|2003-12-17|00:00:00|**Privacy** I LEFT A VOICE MAIL MESSAGE STATING I WAS STILL RESEARCHING THE SITUATION.|2003-12-17

1-804R-72814|EVENT|null|null|2004-01-08|00:00:00|I STATED: *THANK YOU FOR GETTING BACK WITH ME. *I AM SORRY WE HAVE MISSED EACH OTHER. *I UNDERSTAND YOU REQUESTED TO SPEAK WITH CAM DAN BROWN'S SUPERVISOR. OWNER STATED: *YES I DID. *I HAVE BEEN SICK AND THAT IS WHY I HAVEN'T CALLED. *I AM JUST WORRIED ABOUT THIS STALLING CONCERN. *THE FACILITY HAS BEEN UNABLE TO DUPLICATE THE CONCERN. *IT HAS HAPPENED ABOUT 3 TIMES SINCE I BOUGHT THE CAR. *IT HAS LEFT ME IN SOME UNSAFE SITUATIONS. *S/THOUSAND OAKS HAS BEEN VERY HELPFUL. *DAN SUGGESTED THAT IF THE VEHICLE STALLS AGAIN, I SHOULD NOT START IT AND HAVE IT TOWED DIRECTLY TO SATURN. *THIS HAS JUST BEEN SO FRUSTRATING. *I WILL BE TAKING THE VEHICLE IN THIS SATURDAY FOR THE CURRENT RECALLS. *DO YOU THINK THAT HAS ANY EFFECT ON THE STALLING? I STATED: *I UNDERSTAND THIS IS FRUSTRATING. *IT'S ALSO FRUSTRATING FOR THE FACILITY. *THEY REALIZE YOU HAVE A VALID CONCERN BUT CANNOT MAKE A REPAIR UNTIL THEY KNOW WHAT HAS FAILED. *DAN'S SUGGESTION IS A GOOD ONE. *THIS GIVES THE FACILITY MORE OF A CHANCE OF PULLING THE CORRECT FAILURE CODES. OWNER STATED: *I JUST WANT TO MAKE SURE THIS IS ALL DOCUMENTED. *IF THIS HAPPENS AGAIN I DO NOT WANT TO HAVE TO START ALL OVER AGAIN. I STATED: *EVERYTHING IS

ON RECORD. *PLEASE CONTACT ME IF I CAN BE OF FURTHER ASSISTANCE. OWNER AGREED. |2004-01-08
1-804R-72818|EVENT|null|null|2003-12-15|00:00:00|[Privacy] I LEFT A VOICE MAIL MESSAGE
FOR THE OWNER TO CALL. |2003-12-15
1-804R-72819|EVENT|null|null|2003-12-15|00:00:00|09/23/03 ONE DAY RENTAL FOR STALLING
DIAGNOSIS (LINE #1) AND CD RESET (LINE #2) ABOVE. THE FACILITY HAS NOT BEEN ABLE
TO DUPLICATE THE STALLING CONCERN. SHOULD THEY DUPLICATE IT, IT WILL BE COVERED UNDER
MANUFACTURER'S WARRANTY. |2003-12-15
1-804R-72820|EVENT|null|null|2003-12-26|00:00:00|[Privacy] I ATTEMPTED TO CONTACT THE
OWNER, HOWEVER THERE WAS NO ANSWER AND NO MACHINE. |2003-12-26

Dealer name : SATURN OF THOUSAND OAKS
Dealer address :
Repurch buy_back_mile: 0
Repurch nada: 0